

2003: A Year In Review for the CEAS

With four years of environmental audits accomplished, the NPS Concession Environmental Management Program (CoEMP) has noted that concessioners have become more aware of environmental issues specific to their operations and have taken action to address these issues.

During calendar year 2003, audit teams, ranging in size from two to seven individuals, visited 30 concessioners across the country. The audit teams adhered to the NPS Concession Environmental Audit System (CEAS) protocol, which included environmental compliance, best management practice (BMP), and environmental management system criteria.

The concessioner services and facilities audited were similar to those audited in calendar year 2002, which included campground and trailer village, ferry, food, retail, horse and mule ride, lodging, marina, and service station services. Other concessioner services and facilities audited included transportation, golf course, kennel, medical clinic, employee lodging, employee dining, and maintenance areas.

Positive Advances in 2003

Like previous years, the CoEMP analyzed audit finding data to identify common concessioner-related environmental opportunities and trends and develop concessioner-specific resources to assist concessioners in understanding and addressing environmental issues. These continuing efforts in educating concessioners on understanding and proactively addressing identified environmental opportunities appear to have been successful in 2003.

For example, 2003 was the first year in CEAS history where no Priority 1 audit findings were noted. Universal waste audit findings, which have been one of the top five most frequent audit findings for the past few years, dropped in rank from fifth in 2002 to 10th in 2003. Universal waste is a subset of hazardous wastes, which includes fluorescent lamps and some types of batteries, and

which the CEAS recommends as a BMP to be recycled if it is not already required by regulation.

The decline in universal waste management issues seems to indicate an increased awareness about these regulations and a better understanding of the importance of proper labeling, safe storage, and recycling of universal wastes according to 40 CFR 273. If these universal wastes were not recycled and instead were disposed of in the regular trash, mercury and other heavy metals could contaminate drinking water and air and poison wildlife and plants.

The number and types of audit findings identified during the 2003 concessioner audits are summarized in Table 1.

Table 1: CY2003 Audit Finding Descriptions and Numbers

Priority	Description	Total
1	Immediate harm to human health or the environment.	0
2	Regulatory audit findings that are not Priority 1.	269
3a	Non-regulatory audit findings. Can be reasonably achieved in the short-term with little effort and/or cost.	319
3b	Non-regulatory audit findings. May require significant time and/or capital costs to implement.	57
TOTAL		645

2003 Audit Finding Trends

Even with the positive advances that occurred in 2003, there is more to be accomplished. Table 2 summarizes the top five most frequent environmental issues observed in 2003. The first three environmental issues – hazard communication, respiratory protection, and hazardous materials management – rank the same as they did in 2002.

(continued on page 3)



Old Faithful Inn in Yellowstone National Park, seen in this 1912 photograph, celebrates its 100th birthday in 2004. Credit: YNP Photo Archives



GreenLine is an official publication of the National Park Service (NPS) Concession Program. The newsletter provides a forum in which the NPS can share information with NPS staff and concessioners about the Concession Environmental Management Program, current environmental requirements, and Best Management Practices; it also identifies resources available to improve concessioner environmental performance and highlights success stories.

Guest articles have been reviewed by the NPS Concession Environmental Management Program and, if required, edited in collaboration with the original author.

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Fax: 303/987-6901

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Ask Dr. Ima Park

For this *GreenLine* Newsletter issue, we asked our in-house expert, Dr. Ima Park, to reply to some of the frequently asked questions that we hear.

? *While at my facility, the audit team recommended that I use bulk dispensers for cereal, jelly, catsup, and other condiments, but I don't think this is a sanitary practice. What do you think?*

Dr. Ima Park:

In checking with the NPS Office of Public Health, you may use bulk dispensers for food and condiments. Food may be dispensed in specifically designed containers or by displaying them in a protected setting, such as a salad bar with sneeze guards. However, you need to make sure that the consumer cannot contaminate the food through tampering. This can be accomplished through monitoring by a food service employee or the use of lockable equipment.

? *I use a lot of plastic and paper cups in my operation, and I want to reduce my waste from them, but I don't know how. What do you recommend?*

Dr. Ima Park:

First, you may want to consider selling glass, plastic, or other reusable cups/mugs in restaurants and other food areas and encourage visitors and employees to reuse them. You can refill reusable cups/mugs with soda or coffee, providing that the refill process is contamination-free. You must make sure that the design of the beverage dispenser's delivery tube does not come in contact with the lip surface of the



reusable cups/mugs being refilled. The delivery tube also needs to have either a barrier, baffle, or drip apron so that drips from condensation and splash do not go into the cup/mugs. You also need to make sure that the delivery tube is protected from being physically touched.

? *I am tired of all the waste from used paper towels in my public and employee restrooms, and I have considered installing an electric hand dryer, but I've heard that this process increases the spread of nasty organisms. What do I do?*

Dr. Ima Park:

To reduce waste, you may want to install an electric hand dryer. While the cost of purchasing a dryer may seem expensive, the life cycle costs actually are less than the combined cost of paying for towel dispensers, paper towels, and solid waste disposal. It has not been proven that the use of electric hand dryers increases the pathogenic microbe count.

The choice is yours: employees and visitors may use an electric hand dryer, paper towels, or a continuous towel system that supplies the user with a clean towel. All choices provide pros and cons, and it may be useful to talk with your park concession specialist to discuss the best option for your location.

RESOURCE:

- Food standards: www.cfsan.fda.gov/~dms/fc01-toc.html

New Products Added to the CPG Program

The U.S. Environmental Protection Agency's (EPA) Comprehensive Procurement Guidelines (CPG) Program is a resource that lists designated recycled content products, their corresponding recycled content recommendations, and a database of recycled content product manufacturers and suppliers.

Recently, the EPA added the following designated products to its list: modular threshold ramps, nonpressure pipe, roof-

ing materials, office furniture, rebuilt vehicular parts, bike racks, and blasting grit. Consider purchasing and showcasing these and other recycled content products to visitors to educate them on the importance of supporting recycling efforts by "closing the loop."

RESOURCE:

- EPA Comprehensive Procurement Guidelines: www.epa.gov/cpg/index.htm

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Table 2: CY2003 Top Five Environmental Issues Identified During CEAS Audits

EnviroCheck Sheet	Percent of Environmental Issues by Priority			
	1	2	3a	3b
1. Hazard Communication (HAZCOM)	0	75	25	0
2. Respiratory Protection	0	96	4	0
3. Hazardous Materials Management	0	49	51	0
4. Environmental Management Systems	0	10	38	52
5. Emergency Response Planning and Reporting	0	71	29	0

Despite the fact that hazard communication (HAZCOM) audit findings remain the most frequent audit finding recorded in CEAS audits, progress continues. In 2002, 90 percent of the HAZCOM audit findings were Priority 2's, and 10 percent of them were Priority 3a's. In 2003, 75 percent of the HAZCOM audit findings were Priority 2's and 25 percent were Priority 3a's, resulting in a decrease in the proportion of regulatory (Priority 2) audit findings. Nevertheless, concessioners should continue to understand and comply with the HAZCOM Standard (29 CFR 1910.1200), including the need for an inventory of hazardous chemicals, a HAZCOM plan, hazardous chemical labeling, material safety data sheets (MSDSs), and training.

Audit findings relating to the respiratory protection standard (29 CFR 1910.134) remain the second most common type of audit finding for 2003. In most cases, concessioners either did not have or were missing elements of a respiratory protection program. Respiratory protection program elements that usually were lacking included the following:

- Conducting a hazard evaluation to determine whether there are respiratory hazards in the workplace;
- Distributing Appendix D of the respiratory protection standard to employees voluntarily wearing respirators, including dust masks (which is a filtering facepiece type of respirator);
- Providing sufficient training for employees required to use respirators; and
- Providing employees with medical evaluations and fit tests, and maintaining those records.

Hazardous materials management audit findings are the third most common environmental issue observed during CEAS audits. To help protect NPS resources, concessioners should make sure that compressed gas cylinders, including those con-

taining carbon dioxide used for carbonating drinks, are secured so that they do not fall if accidentally bumped. Also, hazardous materials should be stored with secondary containment, especially if they are near storm drains or over or near environmentally sensitive areas such as rivers and wetlands. Signs warning against smoking in areas storing flammable materials should also be clearly posted.

2003 was the first year that Priority 2, rather than only Priority 3a or 3b, audit findings were assigned for environmental management systems (EMSs). As new concession contracts continue to be awarded under the Standard Concession Contract provisions published in the Federal Register on May 4, 2000 (65 FR 26051-26086), audit teams will assess whether these concessioners have fulfilled their contract requirements to have environmental management programs (EMPs), which are a type of EMS. An EMS can help concessioners manage environmental issues, including but not limited to, those described in this article and other *GreenLine* Newsletter articles. Since some concessioners audited had an EMP requirement under their contract, some of their EMS audit findings were ranked as Priority 2's. These included not having developed and implemented a comprehensive EMP, as described in Section 6 of their concession contracts.

Emergency planning and reporting ranked fifth in audit finding frequency and typically concerned the lack of emergency information at concessioner facilities. For example, it was not always documented or apparent whether the park or concessioner was responsible for cleaning up large (i.e., nonincidental) spills or releases of hazardous substances, such as gasoline. In addition, the definition of what a concessioner considered to be an incidental spill or release had not necessarily been documented or explored.

Next Steps

It is encouraging that the frequency of some environmental issues has fallen in rank and the percentage of regulatory (Priority 1 and 2) audit findings observed has been reduced within some environmental issues during 2003. This reflects a growing commitment to resource protection and environmental management by concessioners. Concessioners may want to use the "common" environmental trends listed in Table 2 to identify and address environmental issues that may apply to their services and facilities.

Based on these 2003 trends, the CoEMP will continue to identify and develop assistance tools to assist concessioners in understanding applicable environmental regulations and identifying cost-effective solutions appropriate to their business.



Spray painting may require the use of a respirator.



Environmental management protects park resources for the enjoyment of all.

Signal Mountain Lodge Combines Superb Dining with Environmentally Sustainable Cuisine

By Jason Ryan, Environmental Program Manager, Signal Mountain Lodge

Visitors to Grand Teton National Park in Wyoming are pleasantly surprised to find a fine dining experience offered in The Peaks Restaurant at Signal Mountain Lodge (The Peaks), a Forever Resorts property. The staff at The Peaks has created a menu incorporating environmentally sustainable entrées that are not only pleasing to the palate, but provide a unique opportunity to educate customers about tasty environmentally preferable cuisine.

Yet Signal Mountain Lodge staff has not limited their environmentally sustainable cuisine efforts to their upscale restaurant; they also offer a limited number of environmentally preferable menu options in their other food service operations at Grand Teton National Park including The Trapper Grill and Leek's Pizzeria.

"One of the lodge's major goals is to continue to make positive changes in all our menus and to educate guests and visitors to the park how they can make positive effects upon the environment," said John King, General Manager of Signal Mountain Lodge and Regional General Manager of Forever Resorts.

For The Peaks, USDA Certified Organics and other natural products have been woven into the menu. About 90 percent of the menu offerings reflect an environmental preferable slant with the use of all-natural environmentally-raised Oregon beef, organic produce and side dishes, and free-range wild game and poultry. In developing the menus, the staff took into consideration an appreciation and concern for the welfare of animals and stewardship of the land.

According to Food and Beverage Director Kieran Gallagher, "You have to be extremely careful when purchasing foods for a restaurant using an environmental framework. Suppliers have a tendency to over-promise and tell you what you want to hear. It takes a lot of research to verify that the products you're purchasing will actually have a positive effect upon the environment."

Staff shares the message

Signal Mountain Lodge staff uses several educational measures in the hopes that their guests will take some of the ideas and practices used by Signal Mountain Lodge and incorporate them into their own lives.



The Peaks is located within Signal Mountain Lodge in Grand Teton National Park, Wyoming.

Guests are encouraged by Signal Mountain Lodge staff to pick up a Seafood Watch wallet card, which explains the sustainable fish program outlined by the Monterey Bay Aquarium Seafood Watch Program. The lodge currently uses this program as its principal guide in purchasing sustainable fish and seafood for all of its food service operations, including employee cafeterias.

Due to their staff's efforts, all three of Signal Mountain Lodge's restaurants – The Peaks, The Trapper Grill, and Leek's Pizzeria – are the only restaurants in Wyoming to achieve certification by the Green Restaurant Association, which is a fee-based certification program that helps the restaurant industry become more environmentally sustainable.

RESOURCE:

- Green Restaurant Association:
www.dinegreen.com

Climbing Up with Environmental Policies

By John Bicknell, Owner and Guide, Colorado Mountain School

The grandeur of the Rocky Mountains appeals to all visitors to Rocky Mountain National Park – including the many visitors who hike and climb the majestic peaks with guides from the Colorado Mountain School (CMS).

Having spent 1,495 days with clients in the park in some of the most fragile parts of the backcountry in 2003, CMS has had the potential to adversely impact park natural resources – but its practices

have helped protect these same resources.

While CMS may be considered a small concessioner, they are big in their efforts to promote and implement Leave No Trace (LNT) ethics to protect the Park's heavily used backcountry. Even though adoption of many LNT practices is now a concession contract requirement for CMS, it has long embraced and practiced LNT principles as an organization.

LNT promotes and inspires responsible outdoor recreation through education, research, and partnerships.

CMS's approach to the education of and outreach to its clients and other visitors to the park is a two-pronged effort. First, CMS spends considerable resources making sure that its staff is educated about LNT and backcountry ethics. They invite NPS rangers to discuss backcountry ethics as part of regular

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Climbing Up with Environmental Policies

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guides' training, which also includes curricula on natural and cultural resource history, geology, botany, and biology. Also, CMS has hosted three in-house LNT sessions presented by LNT and NPS staff. CMS partners with other companies that have strong environmental ethics, such as Black Diamond and Patagonia, so that the products provided to clients are from companies working to promote environmental stewardship. In addition, CMS provides NPS publications and LNT information to all employees.

Second, CMS instills in its guides a responsibility to pass on and teach park information and LNT ethics to clients. During CMS-guided trips, guides teach clients how to minimize their impacts and why it is important. Clients learn about the park and its history, how to practice clean climbing techniques, and how not to disturb wildlife or other private climbing groups who might be enjoying the quiet of the park.

For the past 20 years, CMS guides have truly helped protect the natural resources of Rocky Mountain National Park. By not only practicing LNT climbing and backcountry ethics themselves, but communicating to their clients why those practices are so important, they ensure the preservation of the park's wilderness areas for others to enjoy.



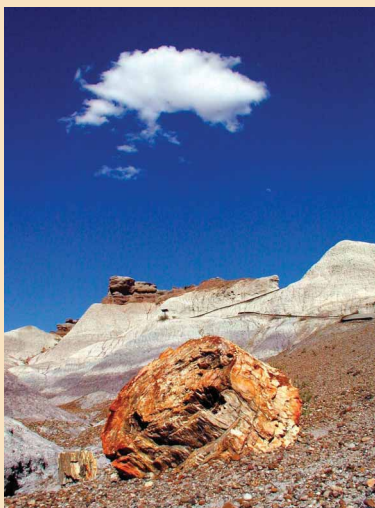
Client climbs to the summit of Longs Peak in Rocky Mountain National Park, Colorado.

RESOURCES:

- Leave No Trace: www.lnt.org
- CMS: www.cmschool.com

Bye-bye to Ants and Mice - Low-risk Pest Management at Petrified Forest

By Jerry Schadt, General Manager, Xanterra Parks & Resorts



Petrified Forest National Park in Arizona features colorful petrified wood.

Everyone at Xanterra Parks & Resorts loves wildlife, but they do not like ants and mice in buildings, cute as they may be to some. These critters are pest species that may cause disease and damage structures. During the 10 years that Xanterra's General Manager Jerry Schadt has worked at Petrified Forest National Park in Arizona, they have had two pest problems: invading ants and mice. Originally, the company contracted with a pest control service to manage these pests, but the pest control service used pesticides, glue, and snap traps as a first and final assault.

Last year, in conjunction with the NPS Integrated Pest Management (IPM) Program, Xanterra changed its pest management strategies. After discussions with Greg Caffey, Chief Ranger, and Karen Dorn, Integrated Pest Management Coordinator and Chief of Resource Management, Xanterra ended its relationship with the pest control service and decided to implement an IPM approach.

Knowing that ants and mice are looking for food and water, Xanterra reduced access to those two "life essentials" through enhanced routine cleaning procedures.

Ants, which were previously controlled by repeated pesticide use, were eliminated from concessioner buildings by implementing an aggressive cleaning program. Five days per week, staff cleans all windows and paved areas, thereby eliminating food particles. Additionally, food and beverage operation areas are relentlessly cleaned and disinfected, and a soap (e.g., regular dishwashing liquid) solution is used along the perimeter of the food operation to remove ant scent trails.

Next, they started "building rodents out of the facility" by eliminating all rodent entry points – while still respecting the historic nature of the facility. Because of hantavirus concerns, they still use snap traps to remove mice.

In addition to eliminating the pest problem, Xanterra has educated park visitors. While fastidiously cleaning concession facilities, concessioner employees take the opportunity to explain to park visitors that a more holistic approach – IPM – is now used to manage ant and mouse problems by implementing lower risk strategies to remove pest attractants such as food and debris. Many park visitors have stated they would try this at home and have commended Xanterra on its environmental awareness.

What's the result of all this effort? For two summers straight, Xanterra in Petrified Forest National Park has not had a problem with either mice or ants – so it gets double the benefits of being clean and using low risk pest management methods to better protect people and park resources!

RESOURCES:

- GreenLine Newsletter, Volume 4, Issue 1
- The National Park Service Integrated Pest Management Manual: www.nature.nps.gov/wv/ipm/manual.htm

Improved Assistance Resources Now Available!

The NPS Concession Environmental Management Program (CoEMP) has been working over the past year to further improve existing concession-specific assistance resources to assist concessioners in improving their environmental programs.

1. GreenLine CD – Version 2.0.

The *GreenLine* CD was initially released in 2003 to provide concessioners with information on environmental regulations, best management practices, environmental management systems (EMSs), environmental audits, and issues specific to NPS concession service types. The CoEMP has updated the CD for 2004 so that it contains additional resources, such as information on:

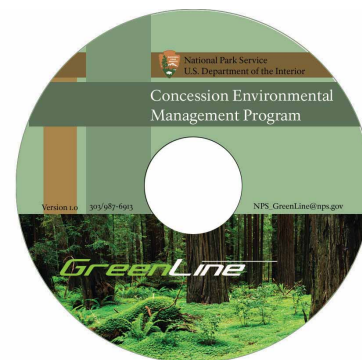
- Environmentally preferable products, such as recycled-content paint and carpet, biodegradable plastic bags, and environmentally preferable food and building products;
- The names and contact information for organizations that provide environmental resources to specific concession service types, such as lodging, food service, marinas, and golf courses;
- Various technologies, such as alternative energy, lighting, and pest control measures; and
- State-specific programs and resources.

2. Concession-specific Regulatory and BMP Assistance Resources.

Free concession-specific assistance resources explaining environmental regulations and describing best management practices (BMPs) were available starting in early 2003. These assis-

tance resources have been updated to take into account new and evolving regulations. These resources include:

- *Guidance for Developing an Emergency Action Plan (EAP)*
- *Guidance for Developing an Emergency Response Program (ERP)*
- *Guidance for Developing a Written Hazard Communication (HAZCOM) Program*
- *Guidance for Conducting Hazard Communication (HAZCOM) Training*
- *Guidance for Managing Hazardous Waste*
- *Understanding the National Park Service Integrated Pest Management Program*
- *Guidance for Developing a Written Respiratory Protection Program (RPP)*
- *Understanding Spill Prevention Control and Countermeasure (SPCC) Plans*
- *Guidance for Managing Universal Waste*



To request a copy of any of these assistance resources, please call the *GreenLine* Number at 303/987-6913 or email the CoEMP at NPS_GreenLine@nps.gov. These resources will also all be posted on the Concession Program's website at www.concessions.nps.gov.

Heads Up! EPA Extends Deadlines to Comply with SPCC Rule!



You can help protect the environment by complying with U.S. Environmental Protection Agency (EPA) regulations. Complying with spill prevention control and countermeasures (SPCC) plan regulations (40 CFR 112) helps protect the environment, including water quality, from acci-

dental spills and releases of petroleum-based oils and fats, oils, or greases of animal or vegetable origin.

Concessioners required to have an SPCC plan include those who have the potential to discharge to a navigable waterway who:

- Have the capacity to store over 1,320 gallons of oil aboveground in containers that are 55 gallons or more in capacity; or
- Have 42,000 gallons of oil in underground storage tanks not regulated under 40 CFR 280.

On August 11, 2004, the EPA issued a new final rule in the Federal Register (69 FR 48794-48799) stating that all facilities must update or amend their existing SPCC plans to be in compliance with new SPCC regulations by **February 17, 2006**.

If you are not sure whether your facility's SPCC plan is up to date, it is recommended that you have a professional engineer review the plan for regulatory compliance.

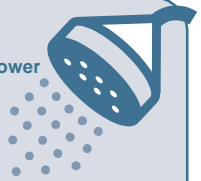
You should also keep in mind that if you have updated or amended your SPCC plan to be in compliance with new SPCC regulations, you now have until **August 18, 2006** to actually implement these changes.

RESOURCES:

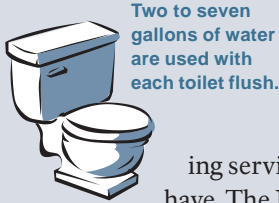
- U.S. EPA Oil Program: www.epa.gov/oilspill
- *GreenLine* Newsletter, Volume 3, Issue 1, page 7

Water: Protecting Our Most Precious Resource

An eight-minute shower uses about 40 gallons of water.



Without a doubt, water is an extremely precious commodity, especially in the arid southwest. No doubt, many of you have seen that Lake Powell, located in Glen Canyon National Recreation Area in Arizona and Utah, is at approximately 41 percent of its capacity, which has severely impacted marina operations.



Two to seven gallons of water are used with each toilet flush.

All concessioners – no matter how large or small – can participate in water conservation and water quality protection efforts when providing services to park visitors, and many already have. The NPS Concession Environmental Management Program (CoEMP) encourages all

concessioners to read through these recommended best management practices (BMPs) and consider implementing those that will help you conserve water and protect and restore water quality.

General

- Educate employees, contractors, park visitors, and others about the importance of water conservation and water quality protection; request their help with these efforts.
- Perform a water audit of your facility, which will help identify how your water is being used and opportunities for conserving water.
- Review historical water usage for your facility. Routinely analyzing water consumption data will often identify undiscovered leaks or other process inefficiencies.
- Replace older faucet aerators and showerheads with new low-flow models.
- Replace older toilets and urinals with new low-flow toilets and urinals. Consider installing waterless urinals in public facilities.
- Insulate water pipes and hot water heaters to avoid wasting water while it heats up.
- Wash vehicles, equipment, and facilities so that used wash water goes into a sanitary sewer. Install and maintain oil, grease, and sedimentation traps where needed.
- Perform a landscape watering efficiency study. Reducing turf or other irrigated areas can reduce the need for mowing, fertilizing, and waste removal, and lower water costs. Also adjust sprinkler systems for early morning or late evening applications or use drip irrigation.
- Plant native and/or drought-tolerant grasses, ground covers, shrubs, and trees. Once established, they do not need

water as frequently and usually will survive a dry period without watering.

- Encourage employees to conserve water by taking shorter showers and



By not changing sheets and towels daily, a 150-room hotel can save an average of 6,000 gallons of water and 40 gallons of detergent monthly.

turning off faucets when brushing their teeth.

Lodging Services

- Implement a program where the standard is **not** to replace towels and linens for guests staying more than one night.
- Use water-efficient washing machines with environmentally preferable laundry detergents and operate only when fully loaded.

Food Services

- Serve water only on request, unless required by the NPS to encourage park visitors to drink enough water in dry, hot climates.
- Use water-efficient dishwashers.
- Use low flow-high pressure spray nozzles for dishwashing sprayers.

Guide Services

- Follow NPS requirements and Leave No Trace (www.lnt.org) principles regarding human waste and urine in the backcountry to prevent contamination of water sources. If possible, carry out all human waste, even if catholes are allowed.
- Follow NPS requirements and Leave No Trace principles regarding all other types of solid waste in the backcountry.

If you run the faucet while brushing your teeth, over five gallons of water goes down the drain.



Maintenance

- Perform a leak survey. This can be done after hours or on weekends by watching the water meter for the facility.
- Regularly inspect, maintain, and repair your boiler systems. Consider installing a condensate return line on your boiler, if it does not already have one.
- Consider water reuse and recycling programs, such as using rinse water from laundries for the next wash process. But remember to check local requirements on the use of grey water for new applications.
- Identify and eliminate/retrofit all single-pass flows in your facility. These flows are often associated with equipment cooling for pumps, compressors, ice machines, air conditioners, and other machinery.
- Sweep property sidewalks, drives, and parking lots instead of washing them down with water except at the start of the year when everything is hosed down to eliminate accumulated mud and dust.

RESOURCE:

Federal Energy Management Program - Water Efficiency: www.eere.energy.gov/femp/technologies/water_efficiency.cfm

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GreenLine Assistance

If you require technical assistance on environmental issues or want to learn more about the Concession Environmental Management Program (CoEMP), contact us:

GreenLine Number:
303/987-6913



Email:
NPS_GreenLine@nps.gov



Website:
concessions.nps.gov,
click "CoEMP"



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CoEMP Corner: Protecting and Conserving Water

*Water, water everywhere
And all the boards did shrink;
Water, water, everywhere,
Nor any drop to drink.*

*The Rime of the Ancient Mariner
Samuel Taylor Coleridge (1772-1834)*

The U.S. Climatic Data Center confirmed that 67 percent of the western United States was in moderate to extreme drought at the beginning of this summer. Many rivers, lakes, and reservoirs remain noticeably low. Drought-induced fires in Glacier National Park in Montana burned 10 percent of the park area, resulting in a 43 percent decline in park visitation for August 2003.

These persistent conditions have forced governments and communities to impose water restrictions and highlighted the responsibility each of us has to better protect and manage our water resources. Given the mission to preserve "unimpaired the natural and cultural resources and values of the National Park System for the enjoyment, education, and inspiration of this and future generations," the NPS and our partners are equally challenged and responsible for conserving water as well as preserving and restoring water quality – tough goals to achieve in today's environment.

In this issue of the *GreenLine* Newsletter, the CoEMP identifies a number of ways in which concessioners can help conserve water and protect water quality. This includes some simple practices you might



2003 fire in Glacier National Park, Montana.

already be implementing, such as replacing older toilet models with those that are low-flow (i.e., 1.6 gallons per flush or lower), as well as others that you might not be aware of, such as complying with U.S. Environmental Protection Agency regulations to develop and implement a spill prevention control and countermeasures (SPCC) plan.

Alone, having just one concessioner implement these water conservation and water quality protection practices will not make much of a difference overall. But when taken together with park visitors who might learn from concessioner environmental practices and other environmentally-minded individuals, we can help conserve water and protect water quality for ourselves and future generations.

Wendy M. Berhman
Team Leader
Concession Environmental Management Program